

I Jacquelyn Mines dispute Verizon for sending me to a collection agency. My reason are, how can Verizon send me a final bill for 8.23, which I paid, than the next month sends me a bill for 31.74 where they owe me 31.74, no mention that I owe them \$140.43. I don't feel I owe Verizon any money.

My terrible experience with Verizon started August 2010, when a lady came to my door to sign up for FIOS. I told her I was very skeptical because Verizon promise your bill will be one amount, you get the bill and its \$20 or more. She promised me this would not happen. I was not advised that my first bill would be a large amount, I also advised Verizon not to take the amount out u until around 16th of month. If I didn't keep extra in my account I would have bounced a lot of checks. I asked them to stop auto pay, I called about three months and was told it was stop each time, but each month they were taking money out of my account. (I could have been put in a bad financial situation if I didn't keep extra in my account)

I went to my bank and had them to pull my money back. I called Verizon (September 2010) and spent four hours on the phone. I got disconnected several time, sometime in the middle of the conversation phone would disconnect. I also keep getting transferred to difference agent; I know I call about 10 times. I asked to speak to a manager, was put on hold for about an hour, once they answer I spent another hour on the phone getting my bill straighten. They gave me a credit; however, I should not have spent four hours on the phone. When I hung up my head was pounding.

The next month I bill still was not what the lady who came to house said it would be it was about 30 more. Mind you when the lady came to my house she asked me what I was paying for my telephone (telephone service was with Verizon), Cable (Comcast) and internet (AOL), She said I would save about \$30 to \$40 a month. The bill was more than I was paying. I called Verizon (October) spent about three hours on the phone; same as September keep getting transferred and disconnected. I was given a credit after spending that amount of time on the phone. It was like a part time job. Again my head was hurting when I got off the phone. (The stressed could have given me a stroke)

This went on each month bill difference I would get accused I added things to my bill, which I never recalled. When lady came to my house she told me HBO was free for one year. They kept charging me for HBO, saying that was not in package Finally I think in March the gave me a credit for HBO. I should not have ever had to make all of those phone calls.

By April I was tired of my head hurting each month being stressed out by Verizon, I feel the customer services is terrible, and the billing is cheating people (I talked to several people who had the same problem). I loved the internet, cable, and telephone service, but I didn't need to have a stroke.

When I canceled my service I called Verizon and asked how much I needed to pay, I did what they said, I keep calling for my final bill, I also, went on Main Street in Richmond and turned in all of my equipment. I know I called several times in May and June. I finally got my final bill which was \$8.23 which I paid, again like I said I received a bill with credit for \$31.74.

When I read from your letter that Verizon sent me to a collection agency for \$140.43, it was applauding. How can you received a bill for \$8.23 than a bill for credit for \$31.74 and be sent to a collection agency.

I called Verizon, the first person I talked to said I was responsible for the bill even though I told him I received a final bill for \$8.23, he wanted to review the bill said that is what I owed Verizon. I asked to speak to a manager; he told me he was the highest I could go. I told him I am a manager and I know I can speak to a manager, finally he said I could speak to a manager, which he put me on hold for a period of time, phone dead. I also, advised him Verizon was a bad company to do business with

I called back because I got disconnect, during the conversation the phone disconnect. So I called back again, the person listen and said it was a note to transfer me to Financial Service, she transferred me and then I had to explain my issue with Verizon again (fourth time). The person I talked to said Financial Service was closed, so she gave me their number.

I called October 13, 2011 (next day) explained to the lady my situation, this lady said it looked like I didn't turn in my equipment I told her I did. So she transferred me to another lady which I had to start all over again and explain my situation, this lady tells me I have to do dispute with collection agency. I asked her could I talk to a manager, she put me on hold for about 10 min. came back and said a manager will be calling me back in four hours, no response. It's a shame October 12-13 I talked to five agents and my problem still wasn't solved. Very bad business.

Since I have been back with Comcast I bill is the same each month, and it's what they promised. Like I said I love FOIS package it just was the billing and customer service suck.

Doing business with Verizon was a nightmare and still is. I don't feel no person should experience this. It not like I didn't pay them, but always an issue with my bill. I would not be using Verizon FIOS any more or advise anyone to get their service. I know someone who worked for Verizon telephone company, the quite because Verizon had them lying to customers.

You know God don't like ugly. I will be taking Verizon to 12 on your side, I heard there is a law suit, that is based on the issues I have, once I research I will also be joining them. I should be award for getting bad headache each month.